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DATE: December 1, 2007

TO: All Surplus Lines Producers

FROM: Janet B. Colby – Insurance Taxation Officer

SUBJECT: Surplus Lines Electronic Filing System

It's been a very quiet year for me, thanks to how well you've all adapted to the Surplus Lines Electronic Filing System. Congratulations and Thank You! Our numbers have grown significantly over the past couple of years, so, instead of e-mailing this with all the attachments to you, you will find everything on the Department's Website.

If you think you've read all this before, you probably have! It's just that I feel it bears repeating!

Please be advised that by directive of the Insurance Commissioner, you are **REQUIRED** to use the electronic filing system, even if you only make one filing a year!

Again, I can't stress enough the importance of giving the name of the Producer with the New Hampshire Surplus Lines license number for whom the filings are being made whenever you contact the Help Desk or me for any reason. While I may recognize your voice and remember our last conversation, I do not always remember the producer's name and number with whom you are affiliated. We've run into problems when a new employee calls or e-mails and leaves the name of the agency, when in actuality the business is being filed under an individual producer.

The following suggestions might also be helpful.

- 1.) **MAKE SURE YOU READ ALL AVAILABLE INFORMATION!!!!**
- 2.) **The most calls I received this year had to do with direct entry—users were getting a negative error code (-9) and the system would not accept the filing. The field sizes are limited (see *FYI below), so, please keep that in mind.** When typing into a field with several lines, such as **"Insured Name and Address"**(this field is limited to 100 spaces), use commas instead of hitting "Enter" after each line, or, if you have a lot of information, use no punctuation at all. **Please use Abbreviations whenever possible!**
- 3.) Files are NOT transferred automatically on the 11th. Instead, this is done manually and sometimes takes a few days. So, please be patient and give it a week or so before calling to find out where your records might be.
- 4.) The thing that does happen automatically is that you are still unable to enter data into the previous month after the 10th of the month. But, as I've told many of you, just enter any missed entries into the next month. **Please be aware that a filing cannot be erased, but you can enter another file in its place or you may use a \$0 premium amount to adjust an error.**
- 5.) We continue to have a misunderstanding with "Prior Month" and "Previous Month". The only time these two fields are visible at the same time is between the 1st and the 10th of the month. So, just be careful when you are entering during this time that you are entering into the right month.
Hint: If you do not see "Send Statement," you are entering into the next month.

- 6.) Which brings me to the next issue—the “**Send Statement**” button. **It does not work!!!!**
However, your files will be imported into the database on or shortly after the 11th of the month, so, please be patient and wait a few days before calling and asking where your files are.
- 7.) Be sure to contact the Help Desk via e-mail at HelpDesk@nh.gov or call 603-271-7555. This should be your first point of contact if you need computer help, as they can determine if technical database support is needed. They will refer you to me if they cannot help you. I am always willing to help whenever I can.

You will find the following on the Department’s Website:

- a. A copy of the most current “White List” of Insurance Companies. The Website has been updated to add new companies. No companies were removed.
- b. A 2007 Annual Statement to be filed with payment on or before January 31, 2008-- checks should be made payable to: **NH Insurance Dept.**. **If you had no business during 2007, you need not file.**
- c. A letter regarding Surplus Lines Producer obligations. This letter was sent out a few years ago, but the contents are important and should be reviewed.
- d. Surplus Lines Information Sheet.

Be sure to update your e-mail addresses by e-mailing me: Janet.Colby@ins.nh.gov or via the postal service with your Annual Return to: Janet B. Colby - Insurance Taxation Officer, New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord NH 03301.

All my best wishes to you and yours in 2008! As always, you’ve all been great and I look forward to working with you next year.

Regards,
Janet

*FYI: Field Limits:

Policy#-30 Spaces
Insured Name & Address-100 Spaces
Property/Risk Description-50 Spaces
Reason for Placement-50 Spaces
Property/Risk Location-100 Spaces
Zip Code-10 Spaces
Surplus Lines Company-5 Spaces
Courtesy Filing-100 Spaces
Transaction Type-3 Spaces
Policy Term-23 Spaces